



2006-222-C 217883  
2006-223-C  
2000-520-C

July 13, 2009

Charles Terreni  
Chief Clerk and Administrator  
Public Service Commission of SC  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210

C. Dukes Scott  
Executive Director  
SC Office of Regulatory Staff  
1401 Main Street, Suite 900  
Columbia, SC 29201

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2009 JUL 14 11:10:05  
PUBLIC SERVICE  
COMMISSION

Re; Quality of Service Reports for Hargray Telephone Company, Inc., Bluffton Telephone Company, Inc., and Hargray, Inc. for the quarter ending 06-30-2009.

Dear Sirs:

Please find the aforementioned Quality of Service Reports enclosed. We request that this information be kept confidential and not available for public inspections. Accordingly, please find enclosed a "confidential" (sealed Envelope) and a "public disclosure" document for each company. A "public disclosure" copy of each report will be sent to the SC Office or Regulatory Staff.

Should you have any questions of concerns regarding the enclosed, please contact the undersigned directly at (843) 686-1164.

Sincerely,

Alita Newton  
Regulatory Analyst

217883

## PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

## ILEC QUARTERLY SERVICE QUALITY REPORT

## SOUTH CAROLINA REGULATED OPERATIONS

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2009 JUN 16 10:03 AM  
SOUTH CAROLINA  
PUBLIC SERVICE COMMISSION

COMPANY NAME HARGRAY TELEPHONE COMPANYQUARTER / YEAR Q2 / 2009

Reporting Month → APRIL MAY JUNE

Number of Customer Access Lines Provided:

via Resale →           via UNE-P →           via Other Methods →           Total Line Count →           

Trouble Reports / Access Line (%) →             
Objective: <7%

Customer Out of Service Clearing Times( →             
(Objective: > 85% w/in 24 hrs)

ew Installs Completed w/in 5 Days( →             
Objective: > 85% w/in 5 working day

ommitments Fulfilled( →             
Obiective: >85%

Does your company use its own switching facilities  
to provide services within South Carolina?

→ YES ☐ NO ☐

Person Making Report / Contact Information: